

Abstract

A system for use in improving management of a workflow process includes an
5 interface processor, a data processor, and an analyzer. The workflow process includes a
sequence of tasks to be performed by one or more individuals. The interface processor
receives a message indicating an occurrence of a performance deficiency in a workflow
process. The data processor stores records in a repository in response to the received
message. The records include data representing current workflow context information and
10 information identifying the performance deficiency. The analyzer analyzes the data in the
record identifying the performance deficiency to support improvement of the workflow
process.